

Num	Area	Issue	Resolution	Notes
100	Application Functionality: Advertising			
201a	Customer Service	iSky is not being used for customer service.		Remove requirement.
201b	Customer Service	iSky is not being used for customer service.		Remove requirement.
209	Online Static Tutorial	Are we doing this?		

EAI 3.0 - Application Maintenance Services Report						
Issue #	Issue Description	Date Started	Date Completed	Impact	Progress/Resolution	Effort (hours)
100 eServicing						
101	The MQSI broker for eServicing is hanging when messages with repeating elements are sent.	6-Sep-02	7-Sep-02	The eServicing system is not accepting messages with repeating structure.	Issue is resolved. IBM tech support was contacted and a patch was applied to the system. The MQSI broker is no longer hanging when receiving messages with a repeating structure.	3
200 SAIG						
201	The SAIG Adapter was disabled by the EAI team upon request. Multiple files must be manually resent.	24-Sep-02	Ongoing	Data from schools is delayed from being sent to TSYS.	Issue is not resolved. This is a recurring problem. EAI disables the SAIG adapter at TSYS's request.	20
300 COD						
301	TSYS, Schools, and customer service were unable to track batches of production data. Issue is that files were being sent improperly, sent with invalid data, or not sent at all.	1-Sep-02	Ongoing	Files never received by COD and responses from COD were never received by schools.	Manual intervention when problems brought to attention of EAI team. A permanent solution (adding batch id to SAIG header) is being worked on.	40
302	Post-Bus response transfers to COD fail on a regular basis.	1-Sep-02	Ongoing	When transfers fail COD does not have a copy of post-Bus response for research.	Continually working on this problem with COD. It appears to be a storage management issue within COD.	10
303	COD is sending invalid format length messages to the EAI Bus. The source of the messages is COD on the destination is FMS. Messages are ending up in the system dead letter queues on both EAIIP1 and EAIIP2 production servers.	1-Sep-02	Ongoing	FMS is not receiving response messages from COD.	Issue not resolved yet. Netman ticket at TSYS has been opened (# P1032422). EAI sent an email with the pertinent information for TSYS to troubleshoot. On August 8th EAI held a conference call with TSYS (Jim Barnes) to discuss this issue. They cannot provide additional troubleshooting at TSYS. It was decided that Stacey Deck from EAI would modify the MQSI flow to keep track of the original message we send to COD. EAI can then compare the original message with what COD is sending back to EAI. On August 12th EAI made modifications to message flow and then tested the flow. EAI left a message for Jim Barnes to confirm the data corresponds to the EAI data. Jim Barnes confirmed that he received a response back from FMS. Stacey Deck of EAI submitted a security form to get access to the change request system. This issue is on hold until the security form is approved. Once Stacey Deck has the authorization, EAI will move the changes into the production environment. Bruce has escalated to see if we can not send response messages because FMS does not need them.	20
304	TSYS Data Integrator requests are timing out.	10-Sep-02	12-Sep-02	User Acceptance Testing is interrupted.	Issue is resolved. The EAI team started Data Integrator.	1
305	TSYS Firewall problem	22-Sep-02	22-Sep-02	A complete outage occurred between VDC and TSYS.	Issue is resolved. EAI researched the problem and determined that it was at the network level. CSC and VDC resolved the network outage.	3
400 FMS						
401	The FMS.EAI.INSERT queue depth was exceeded.	17-Sep-02	17-Sep-02	FMS Database was not being updated with messages.	Issue is resolved.	6
500 PEPS						
501	MQ/DI on PEPSP1 not running.	2-Sep-02	2-Sep-02	PEPS Data Integrator interface is down. No files were transferred from PEPS during the outage.	Issue is resolved.	2
600 eCB						
601	DataIntegrator not running on SU35e13.	10-Sep-02	Open	Files are not able to be transferred from eCB to destination systems.	Issue is not resolved. Data Integrator has been down since 8/31/02 and is currently not running on su35e13(4.20.17.147 ECBSP2 WASP2). Scott Gray manually restarted Data Integrator on e13.	2
700 Other						
701	Machine E17 was experiencing MQSI problems.	11-Sep-02	11-Sep-02	All Development environment message flows are not working. This impacts anyone trying to test interfaces which use MQSI.	Issue is resolved. MQSI was claiming insufficient resources on the E17 machine. To resolve this issue, all MQ and MQSI components were stopped and restarted.	3
702	HPV2 Box low on disk space.	5-Sep-02	Ongoing	No impact at this time.	Issue is not resolved. The EAI team is currently investigating this problem.	1
Total Effort September						105